

THE ELMS MEDICAL PRACTICE NEWSLETTER



May 2016 EDITION

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PRESCRIPTIONS

If you have medications that are on repeat prescription, they can be requested without having to see the doctor. Please note that we require **48 hours' notice** for repeat prescriptions, and we do not accept requests over the phone. If your review date is due, you will not be able to order a repeat prescription, and will be asked to come in for a 'Medication Review'. Your nurse or doctor may have advised you when a review is planned, or you can see the review date at the bottom right hand side of your prescription.

How to order a repeat prescription

There are three main ways of ordering a repeat prescription:

1) Ask in person at reception. Ideally you should hand in the right hand side of your previous prescription, which is a list of your repeat medications. You can tick whichever items on this list that you need.

If you lose the right hand side, then instead you can write down which medications you need, and hand your list to reception.

2) Order on-line.

You will need a PIN number from reception, and once set up you can order repeat prescriptions via; <https://patient.emisaccess.co.uk/Account/Login> this is also the same link for booking appointments and updating your contact details.

There is also a Patient Access Mobile Phone App; <https://patient.info/accessapp>

so you can access these features on the go.

3) Prescription ordering service. Some pharmacies will request medications on your behalf when they are due. Ask in your local pharmacy about this service.

Dementia Awareness

15th– 21st May 2016

Tel: 0330 333 0804



Research has identified many risk factors associated with dementia. It is not possible to eliminate every single one; after all we cannot avoid getting older which is the most significant. However there are things that may affect the risk of developing dementia that we may be able to change.

- 1. Try to keep physically active**
- 2. Keep your blood pressure in check** – especially if you are over 40 years old
- 3. If you have diabetes**, make sure you manage your condition well – there is a strong link between type 2 diabetes and the risk of developing dementia
- 4. Try and stop smoking.**
- 5. Eat a healthy balanced diet**
- 6. Keep your brain active**
- 7. If you have depression** – make sure you receive the help and support you need, people with depression appear to have a greater risk of developing dementia
- 8. Keep your cholesterol levels in check**, especially if you are over the age of 40
- 9. Keep your alcohol intake within recommended limits**, the research into links between alcohol consumption and dementia risk is so far unclear but drinking to excess is known to cause brain damage. If you are worried or need any advice contact your GP.

Make May Purple

Help show your support for stroke survivors and go purple in May 2016

May is annual stroke awareness month and is organised by the Stroke Association. Their main aim is to help those who have survived a stroke. They know it can be devastating, people can feel frightened, confused and isolated, whether it has happened to you or someone close to you. They help to support with recovery, from the early days or challenges you may face later on. They can help you and your family deal with the changes caused by a stroke. For more information:

Tel: 0303 3033 100

Email: info@stroke.org.uk

Visit: stroke.org.uk



Carers Week is an annual awareness campaign to bring caring right out into the open – recognising and celebrating the

contribution carers make to families and communities throughout the UK. Carers UK say that there are around 6.5 million carers in the UK looking after older, seriously ill or disabled family and friends. Caring is part of being human and at the heart of family life. As the population ages and people live longer, often with complex health conditions, more and more of us will find ourselves caring, yet many still see caring as a private matter. Many people do not identify themselves as carers, and feel they are just doing what anyone else would and often are not aware of the support that is available for them. The focus this year for Carers Week is to help Build Carer Friendly Communities – places where local people and services support carers to look after their loved ones, while recognising that carers are individuals with needs of their own. Carers UK say that 'Wherever we live, whatever we do, we have a part to play'.

YOU SAID WE DID

Increasing the awareness of online services available to the patients

- A robust practice policy on online access to medical records
- Gradual introduction of online services including online booking of appointments and updating personal information
- Website redesign to encourage online access for patients
- Social networking to promote current health issues and local resources available
- Promoting health data gathering to support long term condition reviews with clinicians

Nurse Practitioner appointments available on Patient Online Access

- We now have 10 – 20 appointments available to pre-book Monday to Wednesday with our Nurse Practitioner.

How has the practice made efforts to engage with seldom heard groups in the practice population?

- The Practice has been proactive in promoting services to carers. A representative from Carers Trust UK has regularly attended the practice to increase awareness in patients waiting for their appointments.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- The recent Practice Survey showed that 80.5% of patients had confidence in the healthcare professional they saw as compared to 74.5% in the previous year. The practice also receives positive feedback from patients on the changes implemented over the past year in the Friends and family questionnaires.

Increasing awareness of health and mental wellbeing

- Staff training workshops led by the local Young Persons and Adolescent Mental Health Groups
- GP and Nurse training updates organised by the West Cheshire CCG
- Health awareness campaigns organised in advance and promoted within the practice
- Bi-monthly newsletter for Young Adults including self-help information

STAFF TRAINING DAYS

The next scheduled training days for the Practice are as follows:

17TH MAY, 22ND JUNE & 28TH JULY

The surgery is closed on these afternoons from 12pm and will re-open at 5.00pm.

PATIENT DNA'S MARCH

In March there were 50 GP appointments and 135 Nurse appointments that patients did not attend. A total of 185 appointments and 62 hours of clinical time...that is nearly 3 days!!!!

NON NHS SERVICES –

WHY DO WE CHARGE FOR SOME SERVICES?

Patients sometimes require services which fall outside of our NHS work, for example letters to non NHS agencies (housing, solicitors etc.), signing passports, letters regarding holiday cancellation etc. We get hundreds of such requests every year, each of which requires time from the doctor, receptionist and secretaries.

None of this work is reimbursed by the NHS and it would simply not be viable to do all this work for free. To waive the fee on an individual basis would be unfair to those who do pay. There are set fees for these services and sometimes we will require payment before we do the work by cash or cheque. In order to avoid this cost, it may be worth considering whether a GP letter is actually necessary.



June is Sands Awareness Month, when SANDS (Stillbirth and Neonatal Deaths Charity) will work hard to increase awareness of stillbirth and neonatal death and the everlasting impact experienced when a precious baby dies during pregnancy, at birth or shortly afterwards. While many more people are aware of the pain of baby loss because of the work of Sands and others, many people still have no idea and it remains a taboo subject. There has been a lot of progress in breaking the silence, but there is a long way to go. This is a chance for us all to do our bit, no matter how small, to make people listen; to highlight the fact that over 100 babies will die each week during the month of June and to raise vital funds so that Sands can continue to support, research, and improve. This year will see the launch of our *Walk a Mile in My Shoes* event 2016 will also see Sands launch its Research fund to spearhead vital projects as well as other new initiatives that will help them speak out and call for improvements that will save more babies' lives in future.

MENTAL HEALTH AWARENESS WEEK 16 – 22ND MAY 2016

Relationships

The Mental Health Foundation first had an awareness week in 2000. It has helped generate debates around how anxiety, sleep deprivation and exercise can impact on our mental health. In 2016 the main focus is on relationships. Healthy and supportive relationships reduce the risk of mental ill-health. This years awareness week is celebrating the connections, the relationships, the people in our lives that add to our wellbeing and protect and sustain our mental health. From family and friends, to colleagues and neighbours; helping to take notice of the connections that make you feel safe and supported.

The awareness week will be about recognising and thanking the people that support you, reaching out to those who you can listen to and help.

HOW WE CONTACT YOU?

Do we have your most up-to-date contact details?

Did you know we can communicate with you via **EMAIL & TEXT MESSAGE?** We can let you know when test results are back and also when you are due for your annual reviews, via these methods.

If this is how you would like to be contacted please give your details to one of our reception team next time you are in.